

## MTAC 138 Meeting Notes

8/01/2012

- Current eInduction Pilot status update
  - Pilot Overview:
    - The paperless pilot at Dulles will conclude at the end of this week
    - Captured a good amount of data regarding eInduction containers
    - Have logged a couple of tickets regarding some issues encountered during the pilot
    - Some of these issues will have fixes deployed in October, which will be tested then to ensure resolution
      - A significant issue concerns shipments from MLOCR mailers. Shipping Summary Reports are not produced for some containers because the sibling containers are not flagged as eInduction (only the logical containers are). A fix will be deployed in October.
    - Plan to summarize and share data findings from paperless pilot with internal and external stakeholders
  - Pilot Data:
    - 40 appointments: Focused on appointments from pilot participants, but also included non-eInduction mailers for verification purposes
    - 864 total containers: 97% of those containers were scanned (high scan percentage could be due to observer effect but scan data from days when eInduction team was not onsite shows a similar scan percentage) 2.5% of the containers were unscannable (missing or damaged barcode – This becomes a significant issue for full eInduction loads since those containers will require further resolution). A single container was not scanned because of the high volume received at the plant during its appointment time.
    - 4 containers were unpaid (not due to an eInduction failure, but due to the origin site releasing the containers without proper verification). 20 additional containers originally showed up as unpaid but that was due to an issue with CPP statements not being picked up as eInduction.
    - No mis-shipped containers: Didn't expect many mis-shipped containers due to small sample size. Want to simulate mis-shipped container handling but it's a challenge since it could have an impact on Service Performance Measurement. Discussing matter with Tech Team to determine if re-loading containers will eliminate impact on SPM score.
    - 184 duplicate barcodes: SOX is concerned about duplicate barcodes because of the revenue loss. NetOps is concerned about duplicate barcodes since the container count will not be accurate during the unload and verification process during a PVDS shipment. In January, mail clerks will have the capability in SV to distinguish between scanning a container twice versus scanning a duplicate container. Will test that functionality once it is deployed.
  - Questions:
    - Question: Can MLOCR mailers do any data testing related to the sibling containers?
    - Answer: No. It's a USPS issue. Without picking up with sibling containers, Shipping Summary Report is not generated and the scanners identify those containers as "Not Expected." Currently investigating whether this issue is limited to MLOCR mailers only and will follow up with any new information. A workaround could be to use the Continuous Mailer solution where the containers will be automatically accepted, but those containers will still have no pre-validation eInduction record.
    - Question: How will a mail clerk tell the difference between a duplicate barcode and a barcode that has been scanned twice?

- Answer: If a container is scanned twice, the second scan will display the time of the first scan which will allow the mail clerk to decide whether he/she scanned the same barcode twice or if the barcode is a duplicate on a previous container. Will leverage management reporting to check for duplicate barcodes between different appointments.
  - Question: Are there any downstream verification for duplicate barcodes?
  - Answer: There are 2 backend checks. 1) Management reporting to determine duplicate barcodes between appointments – slated for October, and 2) Using piece data from Seamless Acceptance to determine eInduction containers that were accepted but not resolved – Slated for April and beyond.
- USPS origin site changes to support eInduction
  - Current acceptance clerks drop ship processes/activities
    - All the verifications at the origin site for containers are performed for DSMS/PVDS mail, including checking by destination. These verifications are conducted at the beginning of the process.
  - What acceptance clerks will do for 100% eInduction loads and mixed loads
    - eInduction will allow us to remove some of the verifications at the origin site. Instead of the 8125 paper form, the clerk would access the postage statement on the dashboard. All the information would be located and accessed through the Shipping Summary Report.
    - Will still do the standard pre-sort verification, but planning to remove the PVDS verifications in the long run through eInduction, which will allow us to save time spent on verification in the origin site
    - Mixed Loads: Currently, verification is based on the postage statement, not the mailer truck. At the origin site, when all the data is submitted, you'll have a Shipping Summary Report instead of the paper 8125 that indicates these containers are eInduction and are ready to be released.
    - To accept mail at an origin site, you will either need a hard copy 8125 or the Shipping Summary Report (electronically)
  - Changes to DSMS
    - DSMS allows mail that has been paid for to be released from origin site to consolidator so it can be included on 8125-CD. Now that the information is released electronically, will need to revisit the requirements with DSMS to ensure that only paid mail is released.
  - Questions:
    - Question: When is the Shipping Summary Report created?
    - Answer: It is generated for any mail with an eInduction indicator. Will verify impact of Ready-to-Pay status on report generation.
    - Question: Will USPS keep DSMS?
    - Answer: Yes. Only the 8125-CD will be eliminated. Will need to determine how to verify the mail that is produced.